In the Claims:

1. (*Canceled*)

2. (*Canceled*)

3. (*Previously Presented*) The reporting system of Claim 54, wherein any of the monitoring subsystems are decentralized by being deployed in a distributed manner among the plurality of multimedia collaboration system networks.

4. (*Previously Presented*) The reporting system of Claim 3, wherein the decentralization of any of the monitoring subsystems results in a first system architecture that parallels a corresponding network architecture of a selected one of the multimedia collaboration system networks.

5. (*Canceled*)

6. (*Previously Presented*) The reporting system of Claim 54, wherein the at least one database subsystem further comprises a startup record operable to store event information corresponding to the server startup events.

7. (*Previously Presented*) The reporting system of Claim 6, wherein the startup record comprises any of startup time information, error code information, error string information or supplemental information.

8. (*Previously Presented*) The reporting system of Claim 54, wherein the at least one database subsystem further comprises at least one shutdown record operable to store event information corresponding to the server shutdown events.

9. (*Previously Presented*) The reporting system of Claim 8, wherein the at least one shutdown record comprises any of shutdown time information, error code information, error string information or supplemental information.

10. (*Previously Presented*) The reporting system of Claim 54, wherein the at least one database subsystem further comprises at least one user login record operable to store event information corresponding to the user login events.

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11. (*Previously Presented*) The reporting system of Claim 10, wherein the at least one user login record comprises any of user ID information, login time information, client information or supplemental information.

12. (*Previously Presented*) The reporting system of Claim 54, wherein the at least one database subsystem further comprises a at least one user logout record operable to store event information corresponding to the user logout events.

13. (*Previously Presented*) The reporting system of Claim 12, wherein the at least one user logout record comprises any of user ID information, logout time information, client information or supplemental information.

14. (*Currently Amended*) The reporting system of Claim 54, wherein the at least one database subsystem further comprises at least one call record operable to store event information corresponding to ~~the~~ one or more call events.

15. (*Previously Presented*) The reporting system of Claim 14, wherein the at least one call record comprises any of caller information, call session information, callee session information or timing information.

16. (*Previously Presented*) The reporting system of Claim 54, wherein the at least one database subsystem comprises at least one call error record operable to store event information corresponding to the call error events.

17. (*Previously Presented*) The reporting system of Claim 16, wherein the at least one call error record comprises any of call failure information, session information, call information or timing information.

18. (*Previously Presented*) The reporting system of Claim 54, wherein the at least one database subsystem further comprises at least one service record operable to store event information corresponding to the service events.

19. (*Previously Presented*) The reporting system of Claim 18, wherein the at least one service record comprises any of service resource information, session information or timing information.

20. (*Previously Presented*) The reporting system of Claim 54, wherein the at least one database subsystem further comprises at least one service record operable to store event information corresponding to the service error events.

21. (*Previously Presented*) The reporting system of Claim 20, wherein the at least one service error record comprises any of service resource problem information, operational error information, session information or timing information.

22. (*Previously Presented*) The reporting system of Claim 54, wherein the at least one database subsystem comprises a plurality of localized databases, each localized database configured to store the monitored event information associated with a particular multimedia collaboration system network, and a centralized database configured to centrally maintain the stored information associated with each of the plurality of localized databases.

23. (*Previously Presented*) The reporting system of Claim 54, wherein the at least one database subsystem comprises a centrally located database configured to maintain the monitored event information.

24. (*Previously Presented*) The reporting system of Claim 54, wherein the at least one database subsystem comprises a plurality of localized databases, a respective database of the plurality of localized databases configured to store the monitored event information associated with a particular multimedia collaboration system network.

25. (*Previously Presented*) The reporting system of Claim 54, wherein the at least one reporting subsystem is configured to generate either standard or customizable reports relating to the operation of the multimedia collaboration system network in response to the database query parameter information.

26. (*Previously Presented*) The reporting system of Claim 54, wherein the at least one reporting subsystem comprises a web-based interface for providing either of a web-based query or response interactivity to the reporting subsystem such that a database query can be formulated and provided via the Internet.

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27. *(Previously Presented)* The reporting system of Claim 54, wherein the at least one reporting module is operable, in response to the query information, to perform either of predetermined calculations or conditional tests on the event information stored in the database subsystem in order to generate a report.

28. *(Previously Presented)* The reporting system of Claim 54, wherein the report comprises a machine readable report file.

29. *(Previously Presented)* The reporting system of Claim 28, wherein the report comprises a comma-separated value report file.

30. *(Previously Presented)* The reporting system of Claim 54, wherein the report comprises a combination of textual and graphical data.

31. *(Previously Presented)* The reporting system of claim 54 further comprising:

a multimedia collaboration system network for providing services to a plurality of workstations, at least one of the workstations having a monitor for displaying visual images and A/V capture and reproduction capabilities for capturing and reproducing video images and spoken audio of the participants; and

a data network providing a data path along which data can be shared among the plurality of the workstations; and a data conference manager for managing the sharing of data between the plurality of workstations.

32. *(Canceled)*

33. *(Canceled)*

34. *(Canceled)*

35. *(Previously Presented)* The multimedia collaboration system of Claim 54, further comprising a database query system including any of a standard filter formatter, a general filter formatter or an SQL interface formatter.

36. *(Canceled)*

37. *(Canceled)*

38. *(Canceled)*

5.

39.   (*Canceled*)

40.   (*Canceled*)

41.   (*Canceled*)

42.   (*Canceled*)

43.   (*Canceled*)

44.   (*Canceled*)

45.   (*Canceled*)

46.   (*Canceled*)

47.   (*Canceled*)

48.   (*Canceled*)

49.   (*Canceled*)

50.   (*Canceled*)

51.   (*Canceled*)

52.   (*Canceled*)

53.   (*Previously Presented*) The reporting system of claim 54, further comprising event logs and WAN call progress signals.

54.   (*Currently Amended*) A reporting system for network diagnostics or billing management of a multimedia collaboration system network of a plurality of multimedia collaboration system networks including audio, video and data communications, the reporting system comprising:

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at least one event monitoring subsystem for monitoring internal network system events,
external network system events and service events, including opening and closing
connections, connection messages ~~address queries~~ and one or more of:
server transaction events, bandwidth allocation events, resource allocation events, user
login events, user logout events, server startup events, server shutdown events,
real-time communication events, real-time communication error events, service
events, and service error events;
at least one database subsystem for recording the monitored events and for classifying the
monitored events according to predetermined characteristics and attributes; and
at least one reporting subsystem for receiving query parameter information from a user
and for generating a report in accordance with the query parameter information.

55.   (*Currently Amended*) A method for generating reports identifying multimedia
collaboration system events in a multimedia collaboration system enabling transmission
of at least spoken audio and visual images, comprising:
monitoring internal network system events, external network system events and
server service events, including end to end opening and closing connections, connection
messages ~~address queries~~ and one or more of:
server transaction events, bandwidth allocation events, resource allocation events,
user login events, user logout events, server startup events, server shutdown events, real-
time communication events, real-time communication error events, service events, and
service error events;
recording the monitored events and classifying the monitored events according to
predetermined characteristics and attributes;
receiving query parameter information from a user for generating a report in
accordance with the query parameter information;
querying a database using the query parameter information to generate an analysis
report; and
generating the analysis report in accordance with the query information.